

THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of Meeting: 3 June 2013

PART A	AGENDA ITEM
	6

Title: ICT TRANSITION UPDATE

Report of: Allan Caton & Paul Morgan – ICT Client Managers

1. **SUMMARY**

1.1 This report provides an update on the ICT Service Provision.

2. **RECOMMENDATION**

2.1 That the report be noted.

Contact Officer:

For further information on this report please contact:

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Report approved by:

Bernard Clarke, Head of Strategic Finance – Watford B.C.

David Gardner, Director of Corporate Resources & Governance – Three Rivers D.C.

3. **DETAILED PROPOSAL**

3.1 **Managed Service Update**

3.1.1 At the Joint Shared Services Committee in March 2013 Members were updated as to the progress of the transition work being conducted by Capita Secure Information Solutions (CSIS) and council officers.

Since this time, the transition phase has been concluded and CSIS continue to maintain an on-site presence and will do so going forward.

Consultation with staff was completed within the planned timescales and council staff as well as the majority of ICT agency staff have been successfully transferred over to CSIS.

Staff Road Shows were held at both councils in April and were well received with positive feedback from attendees. In addition to this, customer awareness was increased by reference materials provided by CSIS such as leaflets, cards and mouse mats which displayed the contact details and service level agreement (SLA) for the new ICT Service.

The commencement date of Monday 20th May was adhered to and the cut over of calls from the in-house helpdesk to that of CSIS in Weybridge was a resounding success.

3.1.2 Both the Client Team and CSIS staff moved to the ground floor of Three Rivers House in mid-May and they are located in close proximity to each other in order to maintain good communication between council officers, CSIS staff and the Service Delivery Manager.

The first monthly service review meeting is scheduled for 12th June 2013 and the client team have begun the process of setting up meetings with Heads of Service and/or Section Heads at both councils.

3.2 **Audit Reports and Project Work**

3.2.1 Audit Reports have been discussed with CSIS and the latest Audit Committees were updated with the position on all outstanding recommendations.

The vulnerabilities have also been discussed with CSIS who were pleased to see that the councils are further ahead with remedial work than anticipated. The ICT team has continued to implement latest software versions and patches and a baseline position has been discussed with CSIS.

Both of these have been discussed with the Head of Assurance from the Shared Internal Audit Service and this year's Audit Plan has been agreed as follows:

1. IT Vulnerabilities – August 2013
2. Cyber Risk – September / December 2013
3. Contract Management – January / March 2013

3.2.2 A consolidated projects list has been produced which includes all of the audit recommendations, CSIS due diligence actions, transformation projects and systems implementations along with associated budgets. This has been discussed and agreed by the Joint IT Steering Group (ITSG) which consists of officers from both councils and senior staff at CSIS. The ITSG meets regularly to discuss progress with projects.

4. **IMPLICATIONS**

4.1 **Policy**

4.1.1 The recommendations in this report are within the policies of the Joint Committee,

Three Rivers District Council and Watford Borough Council.

4.2 **Financial**

4.2.1 There are no changes to the budget or the efficiency gains already agreed by the Joint Committee, Three Rivers District Council or Watford Borough Council as a result of this report.

4.3 **Legal Issues** (Monitoring Officer)

4.3.1 None specific to this report.

4.4 **Risk Management and Health & Safety**

4.4.1 There are no risks associated with the decision members are being asked to take, i.e. to note this report

4.5 **Equalities, Staffing, Accommodation, Community Safety, Sustainability & Environment, Communications & Website and Customer Services**

4.5.1 None specific.

Appendices

None.

Background Papers

None.